

Ms Carroll; The Commissioners Office has received your email. Do you feel there is something specific you would like our office to address? I know there is a public utility commission for the State but I am not sure what their role in this issue might be.

From: Lisa Carroll [mailto:lambbofgod@yahoo.com]
Sent: Tuesday, January 27, 2009 7:05 PM
To: debr@ravallielectric.com
Cc: mbyrne@ravallielectric.com; jmaunder@ravallielectric.com; Glenda Wiles
Subject: past due bill for Marcus Westberry

Hi Debbie,

I am writing to you about my daughter and son in laws account that is past due. The account is under Marcus D Westberry. My daughter was told by you personally that if she could come up with \$160. then the disconnect notice would be lifted. I called in that day and made a payment for them in that amount. Now Marcus has been told by you that the notice would not be lifted even though I made the payment to keep the electric on. He was also told he would not qualify for assistance by you. I copied the paragraphs below straight from your web page. I would like to know why these kids are being denied any kind of help from Ravalli Electric Co op.

"Social Services Arrangements... During the winter months there are programs that help low income consumers with their heating bills. If you utilize these programs, you are responsible to pay your portion of the bill.

Installment Arrangements... If you need to make an arrangement to pay off your delinquent bill, the minimum payment allowable is the current bill plus one third of your delinquent amount. Arrangements will not be extended any longer than three months. If the payment agreement is not kept current your account will be disconnected. "

I am a single mom with three kids still at home and can barely afford my own bills let alone helping my daughter and son in law. They have seasonal jobs and were laid off early this year because there was no work. The companies they worked for are having a difficult time because of the economy. If an effort was made to pay the amount you requested then why are they now being told different? I understand that you are a business but everyone is hurting right now, couldn't you be a little more understanding?? Please respond to me either by email or at the following #'s 777-2443 or 721-2222 x4563.

Thank you,
Lisa Carroll

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